

-----Original Message-----

From: Clark, Bobby

Sent: Tuesday, March 23, 2004 1:52 PM

To: Wooley, J. Robert; Patterson, Dickie; Whittington, Amy W.; Williams, Pamela; Fontenot, Emma L; Hill, Pat

Cc: Rhodes, Charlene

Subject: FW: Thanks!

For you who may not know, Stephanie Boswell, WDSU, Ch 6 TV, New Orleans, has a team of volunteers working constantly with consumer questions, including many about insurance of one kind or another. When needed, she goes on the air with the story. However, most of the time, we are able to help resolve the problem quickly and quietly.

Charlene did a wonderful job on this, and--as is often the case--she did it by persistently and creatively by using her network beyond the Department to pull it off.

-----Original Message-----

From: Stephanie Boswell [mailto:sboswell@wdsu.com]

Sent: Tuesday, March 23, 2004 1:30 PM

To: Clark, Bobby

Subject: Thanks!

Bobby I just wanted to thank you...and Charlene Rhodes...for helping out Ms. Sandra Dillon with her insurance dilemma. She called yesterday and said everything has been cleared up and her son's doctor is thrilled! She is too. Thanks again for giving this matter your personal attention. Take care,
Stephanie Boswell